

GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

MA & UD – Greater Hyderabad Municipal Corporation, Hyderabad - Revival & Conduct of the Face to Face Programme – Orders – Issued.

MUNICIPAL ADMINISTRATION AND URBAN DEVELOPMENT (F2) DEPARTMENT
G.O.Ms.No. 377, Dated the 31st August, 2010.

Read the following:-

1. G.O.Ms.No.209 M.A. & U.D. Department, dated 30.03.2007.
2. From the Commissioner, Greater Hyderabad Municipal Corporation, Hyderabad, Letter No.1626/CPRO/GHMC/ 2010, dated 16.08.2010.

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ORDER:

In the reference 2nd read above, the Commissioner, GHMC has stated that it has been proposed to conduct the Face to Face programme once in a month on every first Saturday with effect from 4th September, 2010 from 4 p.m. to 5 p.m. for one hour under the Chairmanship of the H.W. Mayor, GHMC in coordination with various Government Departments / Agencies. During the programme public grievances would be received over telephone for 1st half an hour and later grievances would be received from the citizens in person and get them allowed for redressal of their grievances periodically in a transparent and expeditious manner. He has therefore, requested the Government to issue suitable orders for participating the concerned Govt. Departments / Agencies associated with various public services.

2. Government after careful examination hereby direct the Commissioner, GHMC to conduct Face to Face programme once in a month on every first Saturday with effect from 4th September, 2010 from 4 p.m. to 5 p.m. under the Chairmanship of H.W. Mayor, GHMC in the Face to Face Hall established in the Greater Hyderabad Municipal Corporation Head Office in association with the following Government Departments / Agencies to redress the public grievances periodically in a transparent and expeditious manner:-

- (a) Commissioner of Police;
- (b) Metropolitan Commissioner, HMDA;
- (c) Managing Director, HMWS&SB;
- (d) District Collector, Hyderabad;
- (e) District Collector, Ranga Reddy;
- (f) Chief Engineer, Metro Zone (Transco);
- (g) D.G.M – Telecom;
- (h) Regional Manager, APSTC; and
- (i) Nominee of General Manager, SC Railway.

3. The above officials have also been requested to participate in the Face to Face Programme on the scheduled dates and time as prescribed above and extend their co-operation for redressal of the grievances of the citizens..

4. The Commissioner, Greater Hyderabad Municipal Corporation shall take necessary action in the matter accordingly in coordination with the Departments / Agencies concerned.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

PUSHPA SUBRAHMANYAM,

PRINCIPAL SECRETARY TO GOVERNMENT.

To

The Commissioner, Greater Hyderabad Municipal Corporation, Hyderabad.

The Commissioner of Police, Hyderabad.

The Metropolitan Commissioner, HMDA, Hyderabad.

The Managing Director, HMWS&SB, Hyderabad.

The District Collector, Hyderabad District, Hyderabad.

The District Collector, Ranga Reddy District, Hyderabad.

The Managing Director, APSRTC., Hyderabad.

The Managing Director, APCPDCL, Hyd.

The General Manager, South Central Railway, Secunderabad.

The D.G.M. (Telecom), BSNL, Hyderabad.

Copy to:

The T.R. & B. Department.

The Energy Department.

The Home Department.

The G.A. (I&PR) Department.

The P.S. to Prl. Secy. to Chief Minister.

The P.S. to Minister for Municipal Administration.

The P.S. to Principal Secretary to Govt, MA&UD Department.

The P.S. Mayor, Greater Hyderabad Municipal Corporation, Hyderabad.

Sf/Sc.

// Forwarded By Order //

SECTION OFFICER.